

TENNESSEE DEPARTMENT OF FINANCE AND ADMINISTRATION
Information Systems Technical Consultant (Configuration Manager)

Job Summary: Reports to the Chief Systems Architect, who reports to the Chief Information Officer (CIO) within Strategic Technology Solutions (STS).

The Enterprise Systems Architecture organization owns the Service Transition processes for STS. The Service Transition Programs consist of a number of management roles to include Change Management, Configuration Management, and Release Management.

The **Configuration Manager** supports these management processes by (1) providing accurate configuration information to assist decision making, e.g. the authorization of changes, the planning of releases, and to help resolve incidents and problems faster; (2) minimizing the number of quality and compliance issues caused by incorrect or inaccurate configuration of services and assets; and (3) defining and controlling the components of services and infrastructure and maintaining accurate configuration information on the historical, planned and current state of services and infrastructure.

Duties and Responsibilities:

- In conjunction with the Service Transition Program, develop configuration management processes and procedures that include Management & Planning, Configuration Identification, Configuration Control, Status Accounting & Reporting, and Verification & Audit.
- Manage the Configuration Management System and its associated Configuration Management Database (CMDB).
- In conjunction with Security & Risk Management, End Point Management, and Asset Management identify out of compliance software and hardware in the State's Enterprise IT environment. This includes not only operating system software, but also software and appropriate licensing on end point devices.
- Working with the Service Transition Program, ensure that system components deployed into the Enterprise environment are per the State's approved information technology products and standards or have a documented exception via the STS Waiver / Exception process.
- Facilitate software and hardware updates for end of life systems.
- Facilitate and track security patches.
- In conjunction with the STS Business Domain Directors and the STS Project Management Office, identify systems / servers residing with agencies outside of the State data centers and ensure a migration / remediation plan is in effect.
- Assist and provide backup for the STS Service Transition Team as necessary.
- Serve as a member of the CAB (Change Advisory Board).

Minimum Qualifications: Bachelor's degree in an IT or Business related field. Relevant professional information technology experience may be substituted for the required degree.

- Must have at least 8 years of experience within Information Technology. This experience must have proven success managing or leading high-level programs, or projects. This could be inclusive of project management, or performing the role of a team lead of an operational area. Experience in direct management of people is not required.
- Must have prior experience as a change agent and superb interpersonal skills with demonstrated success in managing through influence.
- Must have good planning, presentation, writing, and communication skills as the candidate will be required to prepare and present briefings to senior management.
- Must have expert level skills in cross-functional team building, consensus building, conflict resolution, and risk management.
- Must be able to demonstrate superior research and data analytic skills to track and predict trends.

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- Must be proficient using MS Office products to include word processing, spreadsheet and collaboration software.
- Must have the ability to multi-task in a dynamic environment.
- Must be able to collaborate with executives, creative teams, research and development, and product development teams.
- Must have experience working with automated ITSM ticketing systems (Incident, Problem, Change, and Service Requests).

Preferred Qualifications:

- Prior state government experience is a plus.

Knowledge, Skills, Abilities, Competencies:

- Decision Quality
- Problem Solving
- Developing Direct Reports and Others
- Directing Others
- Conflict Management
- Hiring and Staffing
- Drive for Results
- Organizational Agility
- Building Effective Teams
- Motivating Others

The State of TN is an Equal Opportunity Employer.

Resumes should be submitted via email to EIT.Resumes@tn.gov

Pursuant to the State of Tennessee's Workplace Discrimination and Harassment policy, the State is firmly committed to the principle of fair and equal employment opportunities for its citizens and strives to protect the rights and opportunities of all people to seek, obtain, and hold employment without being subjected to illegal discrimination and harassment in the workplace. It is the State's policy to provide an environment free of discrimination and harassment of an individual because of that person's race, color, national origin, age (40 and over), sex, pregnancy, religion, creed, disability, veteran's status or any other category protected by state and/or federal civil rights laws.